



County of Los Angeles CHIEF EXECUTIVE OFFICE

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May 22, 2013

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From: William T Fujioka
Chief Executive Officer

Richard Sanchez
Chief Information Officer

QUARTERLY REPORT ON MAJOR INFORMATION TECHNOLOGY (IT) PROJECTS

This quarterly informational report highlights major IT projects to inform the Board on some of the new and ongoing activities that are leveraging IT for operational efficiencies and enhanced service delivery.

E-Mail Migration to Countywide E-mail System (CES)

In May 2012, the Chief Information Office (CIO) issued the CES Technology Directive (ID 12-05) for all departments to work with the CIO and Internal Services Department (ISD) to migrate to CES by June 30, 2015. This phased consolidation of departmental e-mail systems will reduce e-mail costs, increase efficiency, simplify administration, and enhance interoperability and information sharing.

Current Status

Approximately 18,000 Health Services (DHS) e-mail users were migrated in December 2012. This successful migration to CES enabled ISD to reduce their monthly billing rate from \$10 to \$6.29 per user. Following the DHS migration, the County executed another Statement of Service to migrate approximately 4,000 Department of Public Health e-mail accounts to CES.

Departments scheduled for migration in Fiscal Year (FY) 2012-13 are Registrar-Recorder/County Clerk, Parks and Recreation, Public Defender, and Auditor-Controller. CIO, ISD, and the Chief Executive Office (CEO) are working with seven

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departments scheduled for migration in FY 2013-14 to refine the schedules, identify funding, and service level agreements.

County Server Virtualization Initiative

Computer virtualization, the merger of many stand-alone physical computer server systems onto fewer but larger systems, is underway. This efficiency initiative reduces cost, saves electrical and cooling power, and centralizes resources. Several County departments have purchased virtualization software licenses, and ISD developed an infrastructure that provides server virtualization.

Current Status

In March 2013, the CIO issued a Server Virtualization Technology Directive (TD 11-05) for departments to complete their virtualization projects by June 30, 2014. The Directive established a minimum set of standards for data centers hosting County's mission-critical and important computer applications. For departments without the expertise or infrastructure to support a virtualized server environment, ISD's infrastructure is the preferred option for hosting their servers.

To measure if departments' progress met the virtualization deadline, departments are requested to submit reports of their virtualization progress, plans, and costs for CIO review.

Electronic Forms (eForms) Pilot

An electronic forms initiative (eForms) has been launched to automate many of the County's paper-based forms to reduce paper and to integrate documents onto permanent electronic file management systems. The initial eForms solution to be piloted by selected departments is the Outside Employment Form. This eForms, accessible through the County's Intranet site mylacounty.gov, will include:

- Prepopulating employee information (Employee Name, Employee Number, and Department Name and/or Department Number);
- Saving to the employee's computer and acknowledged using an electronic signature;
- Routing reviews and approvals to supervisor and manager;
- Storing and archiving in a countywide document repository; and
- Generating statistical reports by department and job category.

Current Status

eForms is now being piloted (started April 22, 2013 ends May 24, 2013) by the Executive Office of the Board of Supervisors, CIO, Auditor-Controller, and DHR.

Contract Management System (CMS) Pilot

The Auditor-Controller, working with ISD, CEO, and staff from several departments, has developed, and are piloting, a countywide CMS as part of the CEO's Countywide Contracting Process Improvement Project (CCPIP). The CMS pilot has two modules: 1) a Contract Library System to manage standard terms and conditions, clauses, and templates; and 2) a Case Management process to facilitate and manage the flow for contract collaboration and finalization.

The goals of CMS are to:

- Incorporate best practices in the development and finalization of documents used in the County's solicitation/contracting/evaluation process;
- Provide consistency for similar types of contracting documents;
- Ensure compliance with laws and County policies;
- Streamline the contracting process through the use of model solicitation documents based on County Counsel pre-approved templates and language;
- Integrate the CMS with the eCAPS financial and procurement modules; and
- Create a central repository of documents used in solicitation, contracting, and evaluation process.

Current Status

CMS will be piloted by ISD and Community and Senior Services in August 2013. The Auditor-Controller will request Board authorization to execute a Work Order under the County's EMC MSA for development and implementation to support this pilot rollout.

Enterprise Patient Data Repository (EPDR)

DHS' EPDR Project consolidates several disparate data warehouses onto one platform to enable DHS to create critical documents for internal and external reporting. This consolidation and the ensuing report supports critical aspects of DHS' reimbursements associated with patient care delivery under the Medi-Cal Program and Affordable Care Act. A Second Phase of this project will focus on care delivery and maximizing the use of departmental resources.

Current status

A Board letter describing this project, along with a Work Order to be executed on a Master Services Agreement, was jointly submitted by DHS and CIO and approved by the Board on April 16, 2013. A hardware purchase was previously approved on April 2, 2013 and the software will be purchased using existing software Agreements.

Jail Health Information System (JHIS)

In November 2012, the Board approved an agreement to migrate the Sheriff's Custody Bureau Medical Unit's JHIS system to Cerner's facility to be managed and maintained. This system is used in the delivery of inmate health services.

Current Status

Since the Agreement was signed, the JHIS application was migrated and successfully launched in Kansas City using remote hosting services. There have been no issues related to the system performance and all interfaces are running optimally. Beginning in May, the Sheriff will be importing (15 million) images into the JHIS document solution. As per the Agreement, the JHIS operating system, data bases, and application are on target to be upgraded to the latest code by October 2013. Additionally, two products (7/24 Downtime Viewer and P2 Sentinel Security) will be implemented to enhance the systems security and availability.

PC Refresh

In the FY 2012-13 Supplemental Budget, the CEO allocated funds to the CIO's Information Technology Fund (ITF) to be used to replace departmental workstation computers that had exceeded end of life (over five years old) and whose operating system software was being phased out by the manufacturer and was no longer going to be supported.

Current Status

In January 2013, the CIO's office issued a bulk personal computer (PC) solicitation to acquire approximately 10,000 PCs and 2,000 laptops with the goal to deploy as many as possible units to County departments by June 2013. The solicitation resulted in a unit price reduction of 13% for workstations and 22% for laptops under the already reduced County Computer Purchase Program. Several departments have received and deployed their equipment and others supported by Information Technology Shared Services are coordinating with ISD for delivery. Resultant from the solicitation, the vendors participating in the Consolidated Computer Purchase Program reduced their pricing to match the solicitation.

Enterprise Information Management Program

A County Enterprise Information Management Program was established to provide governance and leadership for data sharing and reuse between departments to improve County services and delivery. The Program is managed by the County's Chief Data Officer (CDO) in the CIO, and is a collaborative effort with departments to develop strategies, policies, initiatives, and the enabling of technology infrastructure to manage the County's information assets more effectively and efficiently.

Current Status

The CDO, working with the Enterprise Information Management Program Work Group comprised of representatives from Sheriff, DHS, DCFS, DHR, DPSS, DMH, DPW, ISAB, Fire, County Counsel, CEO, and ISD is developing an implementation framework for the Program. Accomplishments include:

- A draft Charter for the Enterprise Information Management Program was developed and is currently under review;
- Prepared a project plan for developing and maintaining a catalog of enterprise data objects (data entities, authoritative sources, attributes, values, access control, and policies) and systems interfaces for all major County systems;
- Issued an RFP to acquire a Countywide Master Data Management (CWMDM) system (including the Enterprise Master Person Index application);
- Analyzed the requirements for the Countywide Proactive Information Exchange (CWPIX) system as an Enabling Infrastructure (shared service) for enterprise information management; and
- Development of a high level architecture for a Data Analytics component for the Enterprise Information Management Program.

Should you or your staff have questions regarding any of these initiatives, please contact Richard Sanchez at 213-253-5600 or rsanchez@cio.lacounty.gov.

WTF:RS:SAW:ef

c: All Department Heads